

Building Stronger Communities

NATIONAL CAPITAL REGION YMCA-YWCA
2010 ANNUAL REPORT



YMCA-YWCA

We build strong kids,
strong families, strong communities.

A MESSAGE TO THE COMMUNITY

DEAR FRIENDS,

It is with great pride that we present you with the National Capital Region YMCA-YWCA's 2010 Annual Report. It's been a year of change, of reaching milestones and breaking new ground as we prepare for the future. From boldly defining the direction we hope to move in the coming years, to expanding and developing our facilities to better serve our communities, we have made great leaps forward with the support of our donors, members, staff and volunteers.

In 2010, more than 70,000 people of all ages, and from different backgrounds, utilized programs and services offered by the National Capital Region YMCA-YWCA. We feel proud that whether it's assisting people with their job search, providing facilities and leadership so people are better able to lead a healthy life, lending a helping hand to someone new to our country, or offering safe childcare and camps for kids, our Y plays an important role in enriching the lives of people in our community.

One of the ways we've been able to enhance our community has been by addressing specific needs. In 2010, we were able to open two Ontario Employment Services sites. These sites offer a host of job development services, including vocational assessment testing, workshops, one-on-one employment consultation, and job search assistance. We also launched a new licensed child care program at the St. Louis Residence in Orleans. This unique partnership with Bruyère Continuing Care provides an opportunity for kids in care to interact and learn from seniors who volunteer.

A growing community means that we must have facilities and programs in place to meet a greater demand now, and also in the future. To address this need, the *Strengthening the Heart of our Community* Capital Campaign was launched in 2008. In 2010, most of the visual changes began in earnest, and members started to see real progress.

WE BROKE GROUND ON THREE MAJOR CAPITAL PROJECTS:

1. With confirmation of a historic \$2 million gift by Ottawa's Taggart family, The Metro Central Y was renamed the Taggart Family YMCA-YWCA and began major renovations to create a vibrant and safe facility. Changes underway at the Taggart Family Y include renovated health, fitness and recreation spaces, expanded child care centre, and upgrades to the employment, enterprise and newcomer service facilities.
2. The Ruddy Family Y began essential expansion, including the construction of two new pools, a new gymnasium and renovations to the lobby area and locker rooms.
3. The Bonnenfant Y Outdoor Education and Leadership Centre received improvements to their waterfront, education spaces, and a new high-ropes course was erected.

The completion of these projects will modernize our facilities, and help ensure that we're well positioned to assist our community members develop and lead healthy lifestyles.

These are exciting times for the National Capital Region YMCA-YWCA and we continue to be deeply grateful to our donors, board members, staff and volunteers for the generous gift of their time and talent.

With your help, we'll continue to build strong kids, strong families and strong communities.



Nancy Cook Johnson
Chair, Board of Directors



Deirdre Speers
Acting President and CEO





*Dantes believes that his
Y experience helped shape
who he is today.*



With finances tight, Marie turned to the Y to make sure her son Dantes had the opportunity to stay active and have fun. As part of the Y Active Assist program, Marie was able to enroll Dantes in a wide variety of activities. Growing up as a part of the Y family, Dantes was a volunteer, camp counsellor, lifeguard and swimming instructor at the Taggart Family Y.

Years later, Dantes' passion for music was encouraged and he became known as a gifted bassoonist. With music at the forefront of his life, he remembered the support he received at the Y and decided to use music as a way to positively influence the lives of underprivileged kids. Dantes was accepted in El Sistema USA, a post graduate certificate program for accomplished young musicians, and became an Abreu fellow. This program supports teaching music to thousands of disadvantaged children who may not otherwise have the opportunity.

Marie and Dantes believe that his Y experience helped to shape who he is today and they attribute his participation with the Y in helping him be accepted into El Sistema. Dantes is now co-founder and Executive Director of the Atlanta Music Project (AMP) for Social Change.

2010 HIGHLIGHTS

HEALTH, FITNESS AND RECREATION

RUDDY FAMILY Y AND TAGGART FAMILY Y REDEVELOPMENT AND EXPANSION

2010 saw the expansion of the Ruddy Family Y and the revitalization of the Taggart Family Y begin in earnest. This \$33.2 million redevelopment and expansion plan led to improvements in spaces and programs that facilitate healthy living for children, adults and families. A great example of this is the Y's new kid's zones; spaces that will feature equipment and activities to foster cognitive and physical development, development and refining of gross and fine motor skills, and interactive play stations.



KEEPING MILITARY MEMBERS FIT

In 2010 the National Capital Region Y was awarded a three year contract to provide fitness services for the Department of National Defence. Over the year, more than 2,200 Canadian Forces members accessed Y facilities, becoming healthier and better able to meet the demands of their jobs.

FITNESS EDUCATION CENTRE

The National Capital Region Y organized and delivered *Connexion 2010* – the largest Y fitness event in the country with 300 fitness leaders from across Ontario and Quebec. In its ninth year, 23 fitness and health related workshops and 15 top presenters from Canada and the USA were part of the event.

GET W.I.T.H IT! (WALKING IN THE HALLS)

The Nepean and Clarence Rockland Y's – in partnership with Heart Wise Exercise, school boards and community resource centres – began offering a free indoor walking program in 2010. Utilizing local high school hallways, this volunteer-driven program fosters a sense of community spirit and walkers of all ages and activity levels enjoyed the benefits of physical activity during the fall and winter months.

SHARE THE ROAD PARTNERSHIP

Share the Road is a positive force for change to make Ontario bicycle friendly and safer for everyone. August 2010 marked the 1st annual *Share the Road for Greg* ride in Ottawa and included a Y Family Ride.

DID YOU KNOW?

- The National Capital Region Y's member retention rate is among the highest in the country, exceeding the benchmark of 50%.
- National Capital Region Y certified trainers delivered nearly 17,000 hours of one-on-one personal training in 2010, an increase of 13% over 2009.
- The Y Active Employer corporate wellness program grew by 200% in 2010.

2010 HIGHLIGHTS

CAMPING AND OUTDOOR EDUCATION

As part of the *Strengthening the Heart of our Community* Capital Campaign, the Bonnenfant Y Outdoor Education and Leadership Centre (BYOC) in Dunrobin was under construction for much of 2010. Fantastic additions to BYOC were completed and campers taking part in Camp Otonabee programs were thrilled with the changes. Additions include a two-sided, four route climbing wall, a Kinder adventure centre, a 16-element high ropes course, 2 high ropes pods, and several low ropes elements.

With these in place, several new initiatives also began in 2010. Camp Otonabee introduced Adventure Camp and added an extra week to its original offering to accommodate high demand. Other new specialty

programs offered were Paddle Sports, Girls Only, and Triathlon camps. The expanded facilities also allowed for the development and execution of new corporate teambuilding programs in 2010. The remainder of facility upgrades will be complete in time for summer 2011.

DID YOU KNOW?

- BYOC had 4,083 participants in 2010 (2,905 school children and 1,178 non-school visitors).
- Camp Otonabee had 1,930 campers in 2010 (an increase of approx 10 % over 2009).
- The Evelyne E. Laishley Fund was established in 2009 and as a result, 75 campers were provided with one free week of camp in the 2010 season.



2010 HIGHLIGHTS



CHILD CARE

THROUGH THE AGES

In 2010, a new licensed child care program was launched at the St. Louis Residence in Orleans. This unique partnership with Bruyère Continuing Care will provide more than just child care. Children's visits with seniors and the opportunity for more active seniors to volunteer with the child care program mean a real generational bridge is being built, along with an opportunity to build lasting, positive connections.

2010 also saw the Preteen Club at the Taggart Family Y join the Health and Wellness department. The club's 10 -12 year olds are now more involved and encouraged to continue their Y involvement as they graduate from elementary school and head into junior high school.

AFTER SCHOOL CARE PROGRAMS GROWING

A partnership with both the Ottawa-Carleton Catholic School Board and the Ottawa-Carleton District School Board allowed for the continued expansion of before and after school care in 2010. Overall, the Y served over 510 children and their families across the region at 16 different schools and Y centres. This represents approximately 102,000 days and 306,000 hours of care.*



*Programs partially funded by United Way Ottawa

DID YOU KNOW?

- We provided licensed child care for over 420 children, which represented approximately 105,420 care days and approximately 1,054,200 hours of care.
- The Y provided counseling services for over 30 children in 2010 and parent education for 13 mothers.
- Staff completed their training in preparation for the implementation of YMCA Canada's Playing to Learn curriculum.

HOUSING AND ACCOMMODATION

PROGRAM ENHANCEMENTS

While extensive renovations at the Taggart Family Y created some challenges for those participating in programs, Housing Services remained fully operational and saw some great improvements put in place. As a result of the work done, both the Second Stage Youth Transitional Housing and the Emergency Overflow Shelter Programs now have full sized equipped kitchens. In addition, communal washrooms were replaced with six private self contained bathrooms on each floor. Both these enhancements have significantly improved the quality of living, health and well being for clients.

CONTINUED GROWTH IN YOUTH PROGRAM

Second Stage Housing, the Y's supportive transitional housing program for youth who are no longer able to live at home, housed 47 youth in 2010. This represents another increase in participation of almost 18% over the previous year (2009).*

DID YOU KNOW?

- In 2010, in Second Stage Housing: 5 youth attended post secondary schools, 3 graduated high school, 5 worked towards a GED and 23 worked toward a high school diploma, and 24 youth were employed full or part time.
- In 2010, the Shelter Overflow Program provided almost 6,500 nights of service, serving 475 individuals, 143 of them children and youth under the age of 18.

2010 HIGHLIGHTS

EMPLOYMENT, ENTERPRISE AND NEWCOMER SERVICES

THE EMPLOYMENT ACCESS CENTRES OPEN DOORS AT TWO LOCATIONS

As part of a new model of Employment Ontario funded service delivery, two Employment Ontario Employment Services sites were completed in 2010. Both locations offer a full-suite of employment services; including job search, job development, and referral to provincially funded programs such as Second Career. One new centre was opened at the Merivale Mall in November 2010, and the other was renovated and expanded at the Taggart Family Y (this site being designated as “Newcomer Focused”). Clients now have access to a broader range of services including resources, vocational assessment testing, workshops, one-on-one employment consultation, and job placement opportunities.

THE Y ENTERPRISE CENTRE BUILDS ON ITS SUCCESS

For nearly 25 years, the Y Enterprise Centre has been successfully delivering entrepreneurship programs and has assisted thousands of individuals in the set-up and implementation of a new enterprise. 2010 saw program participants generate over \$1.85 million in sales, with over 90% achieving their ultimate goal of full-time employment. The Centre launched the Y Biz Expo in 2010, a business showcase that featured success stories from participants in its programs. Attendance for monthly networking sessions and the speakers series increased dramatically as a result.

NEWCOMER SERVICES EXPANDS ITS COMMUNITY FOOTPRINT

Newcomer Information Centre (NIC) – NIC continued its success in 2010. The Centre was able to expand its community impact by building on partnerships with government departments that serve and provide information to newcomers, increasing reach to community organizations that newcomers access, and developing and executing a plan to engage the private sector.

Language Assessment and Referral Centre (LARC) – In 2010, LARC was able to achieve the successful abolishment of eligibility guidelines that prevented equal access to French language classes for newcomers to Ottawa. This guideline was in place for over 6 years

and excluded most newcomers from accessing French Language Training. This accomplishment meant that over 200 newcomers were able to access French language classes in our region compared to 55 newcomers in 2009.

DID YOU KNOW?

- In 2010, over 4,000 clients were assisted with their employment goals and 190 clients accessed training through Second Career.
- LARC exceeded expectations in 2010 by assessing over 3,198 clients and providing 6,310 client referrals to language schools.
- In 2010, NIC served over 4,800 clients and hosted 408 events.







“I am a true Davern girl at heart and very thankful for the experience.”

- SHANNON LAMBERT

Even though Shannon Lambert last attended Camp Davern over 25 years ago, she says the lessons and skills she learned at camp are still useful today. Shannon began attending Camp Davern when she was seven years old, and for nine years, she returned every summer. Without her parents by her side, she quickly developed useful leadership and social skills.

Today, Shannon runs a successful information technology staffing company, and is also the proud mother of two little girls. She says her experiences at Camp Davern have helped her be successful in both roles. Whether she's leading her organization, or using tricks she learned as an LIT to teach her kids to ski and swim, Shannon values the skills she learned at camp. With so much to be gained, there's no doubt in her mind that her daughters — Chloe, 7, and Ella, 5 — will be Davern girls, too.

CAPITAL CAMPAIGN

Launched in the fall of 2008, the *Strengthening the Heart of our Community* Capital Campaign gained considerable momentum throughout 2010. With the outstanding leadership of Jim and Keith Taggart, the commitment of many campaign volunteers and Y staff, and the truly generous support from hundreds of donors, \$11,027,874 – 73.5 % of the \$15,000,000 goal – had been achieved by the end of December 2010.

With just under \$4 million needed to reach the goal, momentum continued to build with a focus on Major Gifts and the launch of a number of special events.

The Metro Central Committee, consisting of leaders in the construction and trades sector, began solicitation in early 2010. Chaired by Richard Moore of Remcon Corporation, the group set an aggressive \$1 million goal with all funds raised directed to the revitalization of the Metro Central branch on Argyle Ave. By the end of 2010, the committee was quickly closing in on \$600,000 with their goal in sight by the end of June 2011.

A committee of dental professionals was formed at the end of 2010 to solicit support from their colleagues. A special tribute was developed to honour the late Dr. Roly Albert, a leader in the Ottawa and area dental community. With a goal of \$250,000, donations raised will be used to name the Child Care Centre at the Taggart Family Y, the Dr. Roly Albert Child Care Centre. Campaigning by the committee started in early 2011.

Several key fundraising events were introduced in 2010, including the Y's Ascent for Kids, part of the Ottawa Race Weekend, which raised \$15,500. The Y Golf Classic, held at the Royal Ottawa Golf Club in September, was a tremendous success and raised over \$107,000 for the Campaign.

A VISIONARY GIFT

Building a stronger community takes time, effort and vision. In 2010, the Taggart family confirmed their confidence that the National Capital Region YMCA-YWCA could deliver that vision, and donated \$2 million in support of the *Strengthening the Heart of our Community* Capital Campaign. It is the largest single donation in the 144-year history of the Y. To honour this extraordinary gift, the Y's flagship facility on Argyle Avenue is now known at the Taggart Family YMCA-YWCA.



Members of the Taggart family.

“The Y has always been a big part of our family... as kids we took part in camp, childcare, and programs like swimming. Today, our own children and grandchildren are using Y services. We hope our support will ensure that quality programming continues to be available to the whole community.”

- Jim and Keith Taggart



CAPITAL CAMPAIGN

CAMPAIGN UPDATE

As results of the redevelopment become more visible, it is clear that donations are making a real and lasting difference. Building a stronger community means building places where children can play safely, where people can live and be healthy, where newcomers are welcome and people get help to find jobs.

Here are some of the new program spaces that were under development through 2010:



CAMP FACILITIES EXPANDED

- Redeveloped waterfront
- New high and low ropes courses
- New rock wall and kids adventure area

RUDDY FAMILY Y EXPANSION

- Two new pools, one with an adjustable floor (a first in Ottawa)!
- A new 7,000 sq. ft. gymnasium
- A new lobby and activity viewing areas



Construction was completed and pools opened in February, 2011.



TAGGART FAMILY Y REVITALIZED

- Renovated child care centre
- A new learning centre for newcomers and youth.
- Renovated housing residence for youth, family and long term accommodation
- Renovated pool and change rooms

THE CAMPAIGN CABINET

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Frederic S. Martin	Honorary Co-Chair
Jim Taggart	Campaign Co-Chair
Keith Taggart	Campaign Co-Chair
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Colin Potts	Family Division
Brian Scott	Member-at-Large
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THANK YOU!

To Jim and Keith, the entire Campaign Cabinet, and all of our valued donors and supporters who gave financial support, volunteered time, and sponsored and attended Campaign events in 2010, thank you! The National Capital Region YMCA-YWCA and Ottawa's communities are stronger and healthier for your support.



NATIONAL CAPITAL REGION YMCA-YWCA

STRENGTHENING
the **HEART** of our
COMMUNITY

CAPITAL CAMPAIGN





A bright future, indeed!

The future's bright for Jawahir Ismail, but it hasn't always been so easy. As a mother of eight, she knows the meaning of hard work, and has put her heart and soul into raising her family in a safe and healthy environment. Jawahir also knows that education and career are part of being a good role model and crucial elements in her ability to provide for her family.

In 2007, Jawahir made the decision to go to school, proudly finishing the two year Social Work program at Algonquin. Preparing to enter the workforce in her new field, Jawahir volunteered extensively with a number of organizations, gaining some great work experience along the way. What she needed was help turning her education and experience into a paying position.

Jawahir turned to the Y Employment Access Centre looking for that support. Staff at the Centre helped her create a strong résumé, taught her job search strategies and offered guidance on how to best use the network she had gained through her volunteer work. With these skills in place, Jawahir was asked to interview for a job in her field and was successful in securing the position. A bright future, indeed!

SUMMARIZED FINANCIAL RESULTS

STATEMENT OF OPERATIONS (IN \$000'S) FOR THE YEAR ENDED DECEMBER 31, 2010

REVENUE

Membership and Programs	\$ 8,390
Employment	5,020
Housing	1,400
Camping	955
Child Care	2,964
Philanthropy	232
Other	584

TOTAL REVENUE **19,545**

EXPENSES

Salaries and Benefits	11,720
Building and Maintenance.....	4,018
Purchased Services and Supplies.....	3,022
Interest	409
Other	742

TOTAL EXPENSES **19,911**

Excess (deficiency) of revenue over expenses for the year
before undernoted items..... (366)

Capital asset related items including amortization, gain on sale
and insurance..... (344)

Excess (deficiency) of revenue over expenses for the year
before Capital Campaign..... (710)

Excess (deficiency) of revenue over expenses
for Capital Campaign for the year (148)

Excess (deficiency) of revenue over expenses for the year (\$ 858)

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THANK YOU

It would be impossible to achieve our mission without the help of our many generous donors. Your gifts helped YMCA-YWCA volunteers and staff provide a place for people of all ages to come and know that they are welcome and wanted. Where children foster relationships and build self-confidence. Where parents are able to find the resources they need to build a better life for their children and themselves. With your help, we will continue to grow stronger together.

ANNUAL GIVING PROGRAM

Leaders (Donations \$10,000 and greater)

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The Law Foundation of Ontario
Loch March Golf & Country Club
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